

# QUICK TAKES FOR PAYMENT ACCURACY

## Reacting to Changes October 2007

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1. SR: Client is receiving FNS benefits for herself and three children. DSS8194 received from WF on 10/3. WF reports client has gone to work at McDonald's and job bonus will begin 11/1. Hours and rate of pay information was provided. What should the worker do?

- a. Take no action since the WF payment didn't change.
- b. Take action to include the new wages since WF acted by sending the WF case to job bonus.
- c. Evaluate and determine if wages from the new employment will put the HH over the gross income limit. If no, take no action. If yes, determine the impact of counting the wages.**

2. SR: DSS8194 received from WF reporting termination of WF based on client's request. A NOAA is pending to reduce the allotment due to receipt of a BENDEX reporting SSA benefits had been approved for one of the children. What should the worker do?

- a. Void the NOAA, remove the WFFA income and send the case to transitional without including the SSA benefits.**
- b. Close the FNS case since the NOAA was sent prior to receipt of the DSS8194 from WF.
- c. Close the FNS case since the HH is over the gross income limit.

3. SR: FNS HH reports that UIB benefits have been approved for the head of household. She also requests that her 10 year old nephew be added to the case. He moved into the home last week. He has no income and was not receiving FNS benefits. What should the worker do?

- a. Evaluate the UIB to determine if it will put the HH over the gross income limit for the original FNS unit. If no, add the nephew since the UIB wasn't reportable. If yes, initiate action to close the case.
- b. Determine the effect of including the UIB and adding the nephew. If the allotment increases, make the change. If the allotment decreases, take no action. If over the gross income limit for the new FNSU size, initiate action to close.**
- c. Add the nephew since the action would increase the allotment.

4. SR: Caseworker receives a call from another county requesting that a child be deleted from a case because the grandmother has come in to apply and he is now in her household. What should the worker do?

- a. Advise the other county that removal of the child causes a decrease so the child cannot be deleted until recertification.
- b. Initiate action by sending a NOAA to remove the child since another HH has applied for him.**
- c. Initiate action to remove the child since another HH has applied for him. A NOAA is not required.

5. Client has a pending application for FNS benefits. Prior to disposition, he reports that he found a job working 40 hours a week for minimum wage. Based on the information provided at application, the HH will be SR. What should the worker do?

a. Advise the client that no changes are reportable when an application is pending. Advise the HH that they have until the 10<sup>th</sup> of the month following receipt of the Notice of Eligibility to report changes. Disregard the report.

b. Evaluate the income to determine if it will put the HH over the gross income limit. If no, take no action. If yes, take action to deny the application.

**c. Include the new wages in determining eligibility effective the month the individual receives his first pay.**

6. Standard case – HH includes an ABAWD: Client reports his VA benefits have increased \$75 per month. What should the worker do?

a. Evaluate the change in income. If the HH remains eligible, take no action since the change in income was less than \$100 making it a non-reportable change. If over the gross income limit, initiate action to close the case.

b. Take no action since the change was not reportable.

**c. Take the client's statement regarding the change and initiate action to count the increased VA benefits.**

7. SR: Voicemail message left reporting husband has found a job. What should the worker do?

a. Send a DSS8650 requesting completion of a wage form to determine if the change is reportable. If over the gross income limit, initiate action to close. If not over the gross income limit, take no action.

**b. Attempt contact with the household to gather additional information regarding employment to determine if the change is reportable. If unable to contact via phone, send a DSS8650 to request information regarding the number of hours, rate of pay etc. If household responds, take their statement regarding the employment to determine the impact on the benefit amount. If over the gross income limit, initiate action to close. If not over the gross income limit, take no action. If household fails to respond to the request for information, initiate termination by sending a NOAA.**

c. Send an effect of change form advising client no action will be taken but to report when wages received in a month exceed 130% limit for their household size

8. SR: Receive a DSS2625 from ESC reporting an individual is employed, working 40 hours per week at \$6.15 an hour. What should the worker do?

a. Initiate action to count the wages because information received from ESC is considered verified upon receipt. If over the gross income limit, initiate action to close. If not over the gross income limit, initiate action to decrease the benefits.

**b. Determine if the change is reportable. If reportable, contact the household to determine if the information provided by ESC is correct. Send a DSS8650 if unable to reach the HH by phone. If the report from ESC is accurate, evaluate the impact. If over the gross income limit, initiate action to close. If not over the gross income limit, take no action other than deregistering the individual from E&T.**

c. Send a DSS8650 requesting completion of a wage verification form. Evaluate the impact of including the wages. If not over the gross income limit, take no action. If over the gross income limit, initiate action to close.

9. SR: Boyfriend and girlfriend are living together and claiming separate HHs. Girlfriend, who is pregnant, is receiving FNS benefits. Girlfriend calls to report that the baby has been born and she wants to add the baby to her FNS case. What should the worker do?

**a. Question the client regarding household composition. If it is determined that the father of the baby is in the home, he becomes a required member of the household. Evaluate the new HH members to establish their eligibility and the impact of adding them. If benefits decrease, take no action. If benefits increase, initiate action to add them by sending a DSS8650. If over the gross income limit, initiate action to close.**

b. Initiate action to add the baby since it would result in an increase in the allotment.

c. Initiate action to add the baby and father regardless of the impact since they are required household members.

10. SR: Client reports an increase in her rent. She has not moved. What should the worker do?

**a. Initiate action to verify the new expense by sending a DSS8650. If verification is provided, take action to increase the benefits. If verification is not provided, take no action.**

b. Determine if the change in rent is associated with a change in earned income. If not, take no action. If yes, initiate action to verify the new expense by sending a DSS8650. If verification is not provided, take no action.

c. Initiate action to verify the new expense by sending a DSS8650. If the HH fails to provide the verification, send a NOAA for failure to provide.

11. SR: DSS8194 received from WF reporting termination of WF because the client failed to sign the Mutual Responsibility Agreement (MRA). What should the worker do?

a. Take no action since the FNS household is not entitled to more benefits when a WF sanction is imposed.

b. Remove the WF payment and increase the FNS allotment. The household is not eligible for transitional because the case closed due to a sanction.

**c. Remove the WF payment amount and evaluate the case for transitional.**

12. Standard: Client reports finding employment on 11-9. Action is taken on 11-15 to include the wages. The category of recertification will change to SR based on the earned income. The NOAA expires on 12-3 and the allotment will reduce to \$35 effective January. On 12-15, the client reports a friend has moved in and that they eat and prepare together. What should the worker do?

**a. Initiate action to add the friend to the case regardless of the impact. The change in household composition must be reacted to because the case is a standard.**

b. Determine the impact of adding the friend to the SR case. If the HH is over the gross income limit, initiate action to close. If adding the individual results in an increase, initiate action to add him on by sending a DSS8650. Send a NOAA to terminate if the HH fails to provide requested verifications. If adding the individual results in a decrease, take no action.

c. Determine the impact of adding the friend to the SR case. If the HH is over the gross income limit, initiate action to close. If adding the individual results in an increase, initiate action to add him on by sending a DSS8650. If the HH fails to provide necessary verifications to add the individual to the case, take no action. If adding the individual results in a decrease, take no action.

13. SR: Client reports her 5 year old step-sister has moved into the home and requests that she be added to the case. The step-sister receives SSA benefits from her deceased father. The step-sister's mother who is not in the home is the payee for the SSA. The payee spends all of the SSA on behalf of the step-sister. What should the worker do?

a. Add the step-sister to the case since it results in an increase in benefits. The step-sister's mother does not give any of the SSA to either the step-sister or the client.

**b. Evaluate the impact of adding the step-sister and her income. Determine if the change is reportable. If reportable and over the gross income limit for the new FNSU size, initiate action to close. If adding the step-sister results in an increase, send a DSS8650 to request the necessary verifications to add her on. If adding the step-sister results in a decrease, take no action.**

c. Add the step-sister and the SSA regardless of the impact since she is a required HH member.

14. SNAP: Medicaid reports to FNS that the client has been placed in a rest home. What should the worker do?

a. Initiate action to close the case since the client is institutionalized.

b. Contact the client to verify her living arrangement since Medicaid is considered a third party. If institutionalized, initiate action to close. If not institutionalized, take no action.

**c. Take no action until the case appears on the SLA515-01, SNAP Cases Requiring Action or Closure Report or the client or authorized representative reports the change.**

15. SR: DSS8194 received indicating WF has terminated because all the children have been placed in foster care. The only other FNS household member is the payee who is an ineligible alien. What should the worker do?

**a. Send the case to transitional making no changes other than removal of the WF payment.**

b. Initiate action to close the case as there are no eligible members.

c. Send the case to transitional, deleting the children and WF payment.